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CONFIRMATION NO. 1255

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|---|---|----------------------------|---|--|
| <b>SERIAL NUMBER</b><br>09/822,592  | <b>FILING OR 371(c) DATE</b><br>03/30/2001<br><b>RULE</b>   | <b>CLASS</b><br>705        | <b>GROUP ART UNIT</b><br>3623   | <b>ATTORNEY DOCKET NO.</b><br>20116.0009US01 |
| <b>APPLICANTS</b><br>Katayoun Atefi, Toronto, CANADA;<br>Ralph James Foley, Beaconfield, CANADA;<br><br><b>** CONTINUING DATA *****</b><br><br><b>** FOREIGN APPLICATIONS *****</b>   |   |                            |   |  |
| <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b><br><b>** 05/16/2001</b>  |   |                            |   |  |
| Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no<br>35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after<br>met Allowance<br>Verified and Acknowledged<br>Examiner's Signature _____ Initials _____ | <b>STATE OR COUNTRY</b><br>CANADA   | <b>SHEETS DRAWING</b><br>6 | <b>TOTAL CLAIMS</b><br>12   | <b>INDEPENDENT CLAIMS</b><br>2               |
| <b>ADDRESS</b><br>26502   |   |                            |   |  |
| <b>TITLE</b><br>METHOD AND SYSTEM FOR ASSESSING INFORMATION TECHNOLOGY SERVICE DELIVERY   |   |                            |   |  |
| <b>FILING FEE RECEIVED</b><br>1010  | FEES: Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: |                            | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )<br><input type="checkbox"/> 1.18 Fees ( Issue )<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |  |